



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
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DEPARTMENT OF HUMAN SERVICES
EUGENE I. GESSOW, DIRECTOR

Informational Letter No. 795

April 10, 2009

To: All Iowa Medicaid Providers
From: Iowa Department of Human Services, Iowa Medicaid Enterprise
RE: Annual Provider Training 2009

The Iowa Medicaid Enterprise (IME) would like to invite all Iowa Medicaid providers to the Annual Provider Training 2009. This year, we will offer three sessions of 'General Medicaid Policies and Procedures' and three sessions of 'Focused Training' at each training location.

General Medicaid Policies and Procedures is an overview of our program intended for providers who are new to Medicaid or are struggling with basic billing issues. It is not provider-category-specific, so providers can choose to attend the session that best fits their schedule. These sessions cover the following topics:

- * General Medicaid Policies
- * Billing information
- * Claims troubleshooting
- * Recent and upcoming issues affecting providers
- * General questions and answers

Focused Trainings are three timely subjects that may be of interest to certain providers. These sessions consist of the following topics (the attached schedule lists the day/location each topic is covered):

- **Documentation Standards:** a review of IAC Chapter 79. This information is important to all provider types, as we will discuss the documentation required by the Iowa Administrative Code.
- **Remedial Services:** an overview of the Remedial Services program. We will discuss the program from LPHA order through billing of Remedial Services, including the approval and review processes.
- **Individual CDAC:** a review of the Claim for Targeted Medical Care and the CDAC Daily Service Record. All individual CDAC providers are encouraged to attend this session where we will focus on the required documentation forms and claim form completion.

This year, Outreach staff will be able to research specific claim issues online during and after each session in many training locations. Providers are encouraged to bring claim examples that need to be researched. The Outreach staff will attempt to process all research requests during the training session.

Additional reference materials are updated and available beginning in May of 2009 from <http://www.ime.state.ia.us/Providers/TrainingSchedule.html>. Providers are encouraged to bring any of these materials to the session with them for any questions they may have, but it is not necessary to bring these materials.

Listed on the following pages are the dates, times, and locations of the Annual Training 2009 sessions. All providers are welcome to attend both morning and afternoon sessions. Please complete the Registration Form and then either fax, e-mail or mail the form to the attention of Provider Services. There is no charge for attending these training sessions. Please plan on attending your selected meeting location and time. You will only be contacted if we are unable to accommodate your request. Actual session end times will depend on the needs of that particular session. Time frames are an estimate of ending times.

Daily Schedule (Excludes Bettendorf)

Day	9 am – 12 pm	1 pm - 3 pm
Monday	No sessions scheduled	Individual CDAC
Tuesday	General Policies & Procedures	Documentation Standards
Wednesday	General Policies & Procedures	Remedial Services
Thursday	General Policies & Procedures	No sessions scheduled

Daily Schedule- Bettendorf only

Day	9 am – 12 pm	1 pm - 3 pm
Monday	No sessions scheduled	Individual CDAC
Tuesday	General Policies & Procedures	Documentation Standards
Wednesday	General Policies & Procedures	Remedial Services
Thursday	No sessions scheduled	General Policies & Procedures

Training Schedule

Dates	City	Location	Additional Info
5/18-5/21	Council Bluffs	Iowa Western Community College	Looft Hall Auditorium
6/1-6/4	Ottumwa	Indian Hills Community College	Bennett Hall, Room 100
6/8-6/11	Bettendorf	Scott Community College (See training schedule above)	Belmont Road campus Student Life Center, Room 2300 Use door 5 or 6
6/15-6/18	Fort Dodge	Iowa Central Community College	Career Education Bldg YMCA Entrance Rooms 108-110
6/29-7/2	Cedar Rapids	Kirkwood Community College	Continuing Education Center 7725 Kirkwood BLVD SW (Corner of 76 th & Kirkwood Blvd)
7/27-7/30	Waterloo	Hawkeye Community College	Tama Hall, Room 107A
8/10-8/13	Sioux City	Western Iowa Tech Community College	Parking lot 4, Entrance 14, Auditorium Room D103
8/24-8/27	Des Moines	Wallace Building	Auditorium, 502 East 9 th St. Parking garage to the west

Iowa Medicaid Enterprise

Annual Provider Training 2009 Registration Form

Provider Name: _____

Provider Number: _____

Phone Number: (____) _____

Email Address: _____

<u>Date</u>	<u>Location</u>	<u>Name of Session</u>	<u>Time</u>	<u>Number of Attendees</u>

**Please plan on attending your selections; we will only contact you
if we are not able to accommodate your request.**

Please return this registration form to:

Iowa Medicaid Enterprise
Attn: Provider Services
PO Box 36450
Des Moines, IA 50315

- or -

515-725-1155 (Fax)

- or -

imeproviderservices@dhs.state.ia.us

For questions please contact Provider Services:
800-338-7909 or 515-725-1004 local to Des Moines